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TANDBERG

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Waking up the system

To make a call you need to wake up the system from standby

Pick up the remote control

To wake up the system just pick up the remote control or press any key. You may have to point the remote control towards the system to make it discover you.

The system will now show the welcome screen.

Incoming calls will wake up the system!

The system is in standby mode whenever it is not used (but still plugged in). The screen is black in standby. Any incoming call will wake up the system from standby.

There are some restrictions to this if the Do Not Disturb function has been activated.

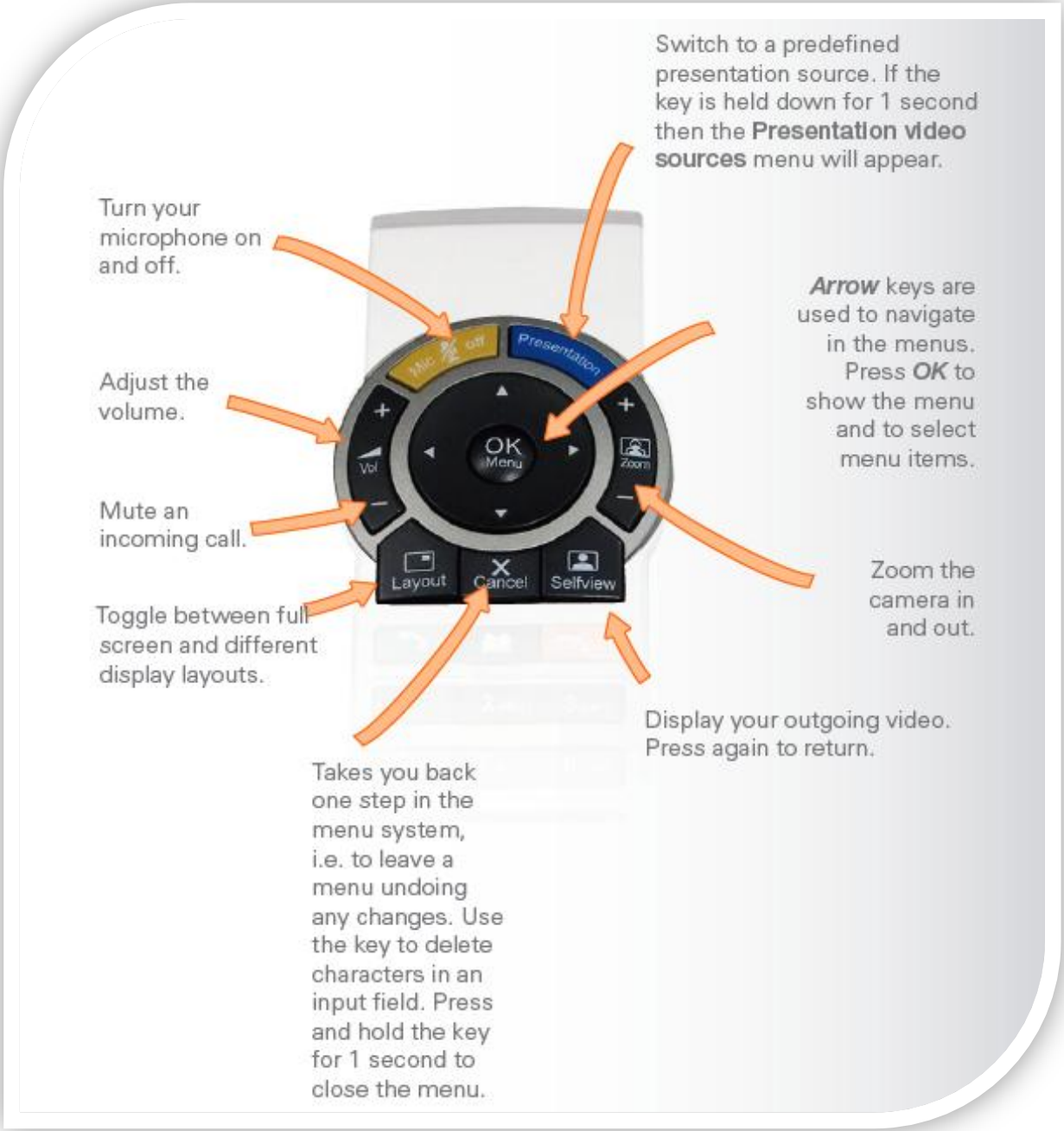
If the system fails to respond

Should the system fail to respond, make sure that:

- The system is connected to electricity
- The remote control has working batteries

The Remote Control

The Tandberg remote is very similar to a mobile phone and is colour coded for ease of use.


Switch to a predefined presentation source. If the key is held down for 1 second then the **Presentation video sources** menu will appear.
Turn your microphone on and off.
Adjust the volume.
Mute an incoming call.
Toggle between full screen and different display layouts.
Arrow keys are used to navigate in the menus. Press ***OK*** to show the menu and to select menu items.
Zoom the camera in and out.
Display your outgoing video. Press again to return.
Takes you back one step in the menu system, i.e. to leave a menu undoing any changes. Use the key to delete characters in an input field. Press and hold the key for 1 second to close the menu.
Presentation
OK
Menu
Vol
Zoom
Layout
Cancel
Selfview

Press the ***Call*** key to place a call.

Use the ***Phone Book*** to store and recall video contacts for easy placement of calls.

Use the ***End Call*** key to end the current call. Pressing this key when not in a call will put the system in Standby mode.

You may predefine camera positions to be used during a call. Presets do not apply to systems with fixed or manually moved cameras.

Take a snapshot, but only during a call.

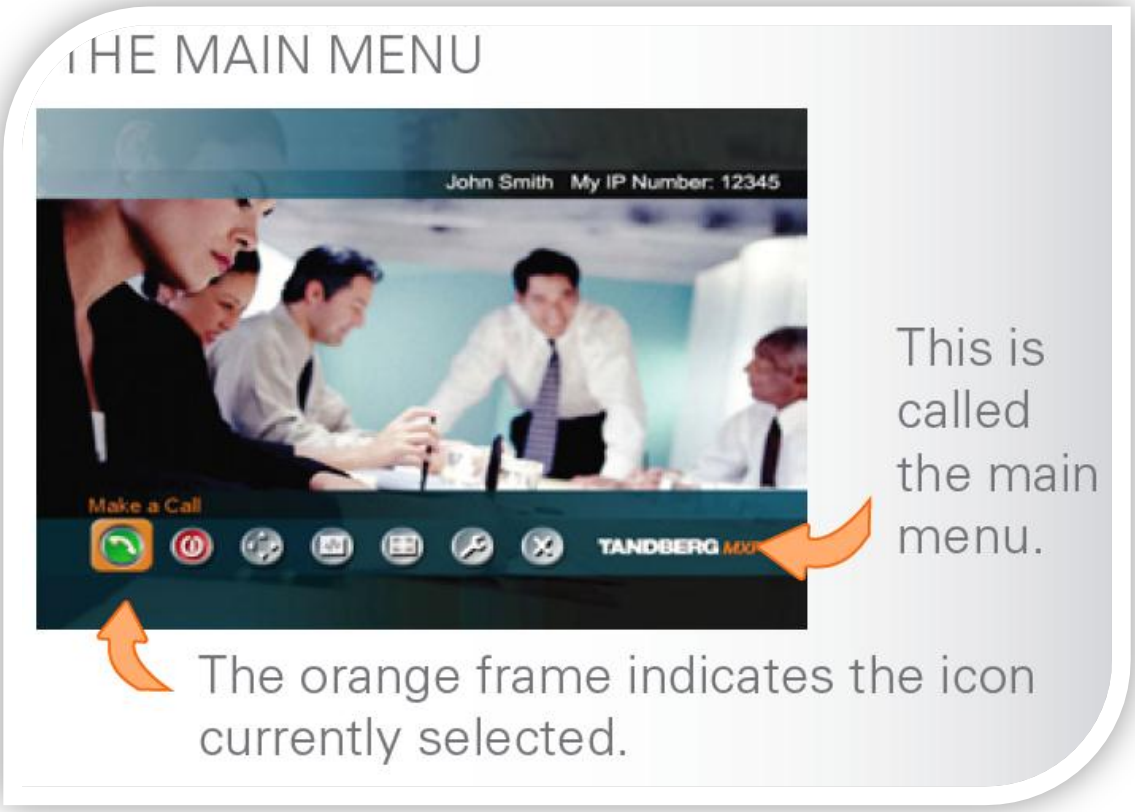
Press ***Touch tones*** when you are in a call and need to dial extension numbers etc. Press the ***OK*** button to exit **Touch tones**.

Navigating in the Menus

Your Tandberg system is operated by means of the remote control and a few basic navigation principles.

Press OK to enter the Main Menu and Cancel to exit. This menu will be displayed when your system is “woken up” from Standby mode.

Use the four ARROW keys to navigate between icons in a menu.


HE MAIN MENU
John Smith My IP Number: 12345
Make a Call
TANDBERG MXP
This is called the main menu.
The orange frame indicates the icon currently selected.

The OK key is used to enter the submenu of an icon.

To back up, use the CANCEL key or use the ARROW keys to navigate to the “X” icon.

You may be asked to navigate to the Control Panel for diagnostic or troubleshooting purposes by IT staff. Please do not alter settings without speaking to IT staff as this may make your system temporarily inoperable.

Using the Keypad

Some menu fields will require you to enter both text and numbers (for example, when entering a dialing string).

Whenever text entries are expected by the system, a small **abc** or **ABC** appears in the right lower corner of the entry field. For entry fields expecting numbers, **123** will appear instead.

When entering a dialing string you may need to use both text and numbers. Switch between text mode (abc) and number mode (123) by pressing the **# a/A** key for more than a second.

A dialing string can contain an @ sign, numbers, dots or a pound sign (for example, 4990832000@199.213.2.9)

To insert the **@** sign, press **# a/A** and then press **1**.

To add the dots (**.**), press ***** twice.

Selfview and Camera Control

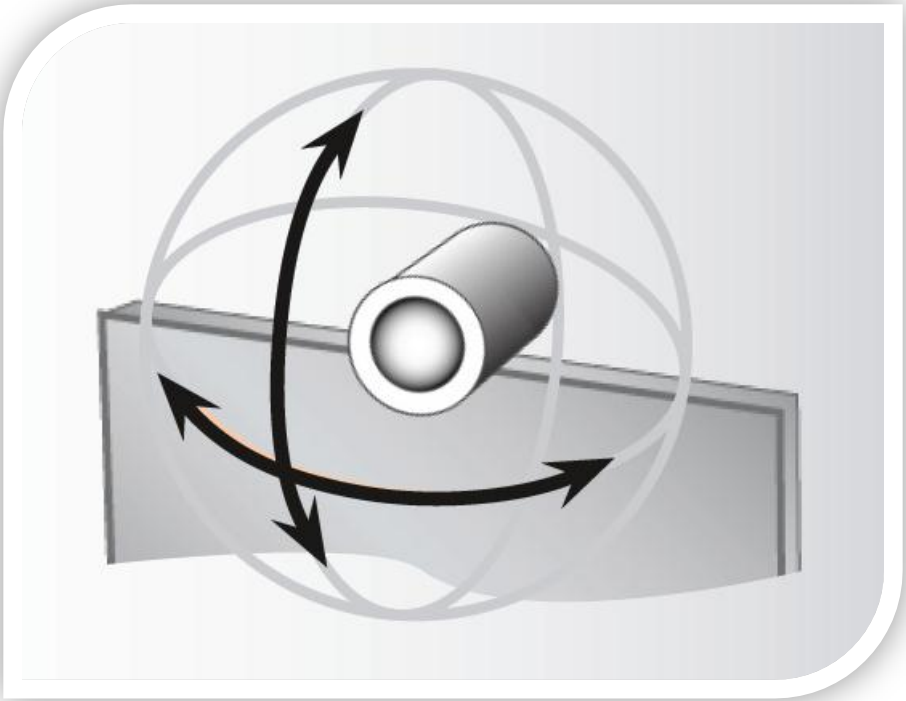
Always use the remote control to control your camera.

Selfview

The term *Selfview* refers to the outgoing image. In a normal video call using the main camera, this will be the image of yourself.

Camera Control

Press the cancel button to remove any menus from the screen, if necessary. Use the ARROW keys and the ZOOM keys to move your camera. DO NOT move your camera manually; always use the remote control.



In Point-to-Point calls, you may be able to control the camera at the Far End using Far End control (refer to section 3.1).

Standby

The system will automatically go to standby mode when not in use. In standby mode, the screen will turn black. It is, however, still possible to receive incoming calls.

Your system must be plugged into the network and electricity to receive updates and to receive calls. If it is not possible to keep your system plugged in, please plug it in at least 30 minutes prior to a videoconference.

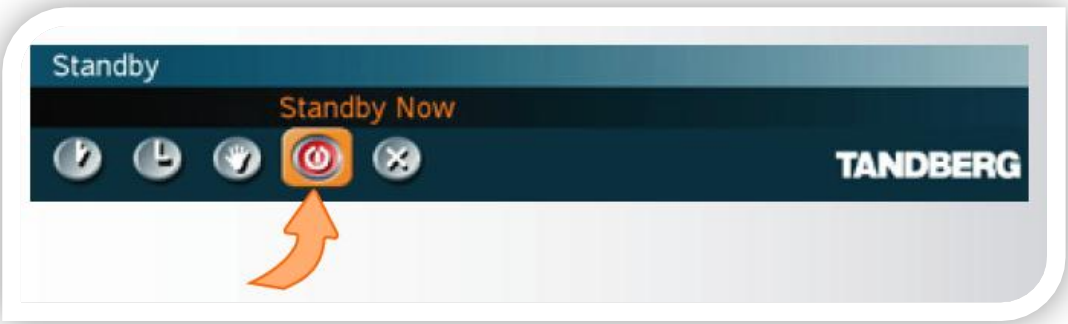
To enter Standby mode:

When not in a call, press **OK** to produce the main menu, if needed, and navigate to the **Standby** icon.

Press the **OK** key.

To enter Standby mode “now,” navigate to the **Standby Now** icon and press the **OK** key.

If you do not initiate Standby, the system will do it automatically within ~15 minutes.



The icons on the screen

To help you immediately see the present status of important actions, states and events taking place, there are a number of icons that appear on the screen.

Microphone Off. This indicator is shown when the microphone is turned off. Press the **Mic off** key of the remote control to toggle between **On** and **Off**.

Volume Off. This indicator is shown when the volume is turned off. Press ***Volume +*** to turn the volume back on.

Bad Network. This indicator appears if the system detects network anomalies like packet loss, jitter etc., during a call. Open the menu by pressing the ***OK*** key and select the warnings icon too see details.

Not Secure Conference. This open padlock indicator is shown during the initialization phase for AES or DES encryption. During this period the call is not secure.

Secure Conference, AES. This double padlock indicator is shown when AES encryption (Secure Conference) is active.

Secure Conference, AES. This double padlock indicator is shown when AES encryption (Secure Conference) is active.

Dual Video Stream. Dual video stream activated is indicated by this icon.

Make a call by dialing the number

Use this method for dialing numbers that are not in the Phone Book.

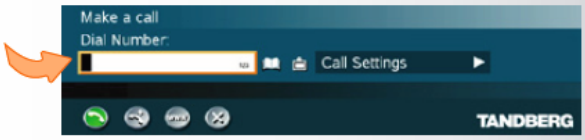
Making a call

1. Start by pressing the green ***Call*** key on the remote control…

… or select the **Call** icon of the main menu before you press ***OK*** key.

2. The **Call** menu is then displayed…

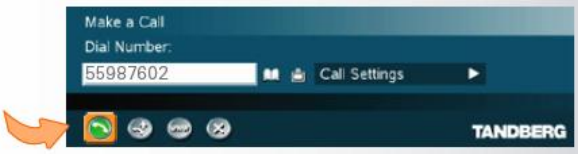
Enter the "number" here (it may consist of digits as well as letters) using the remote control.



3. Once you have finished entering the number, start calling by: …

… pressing the green ***Call*** key on the remote control…

… or by navigating down to the green **Call** icon and pressing the ***OK*** key.

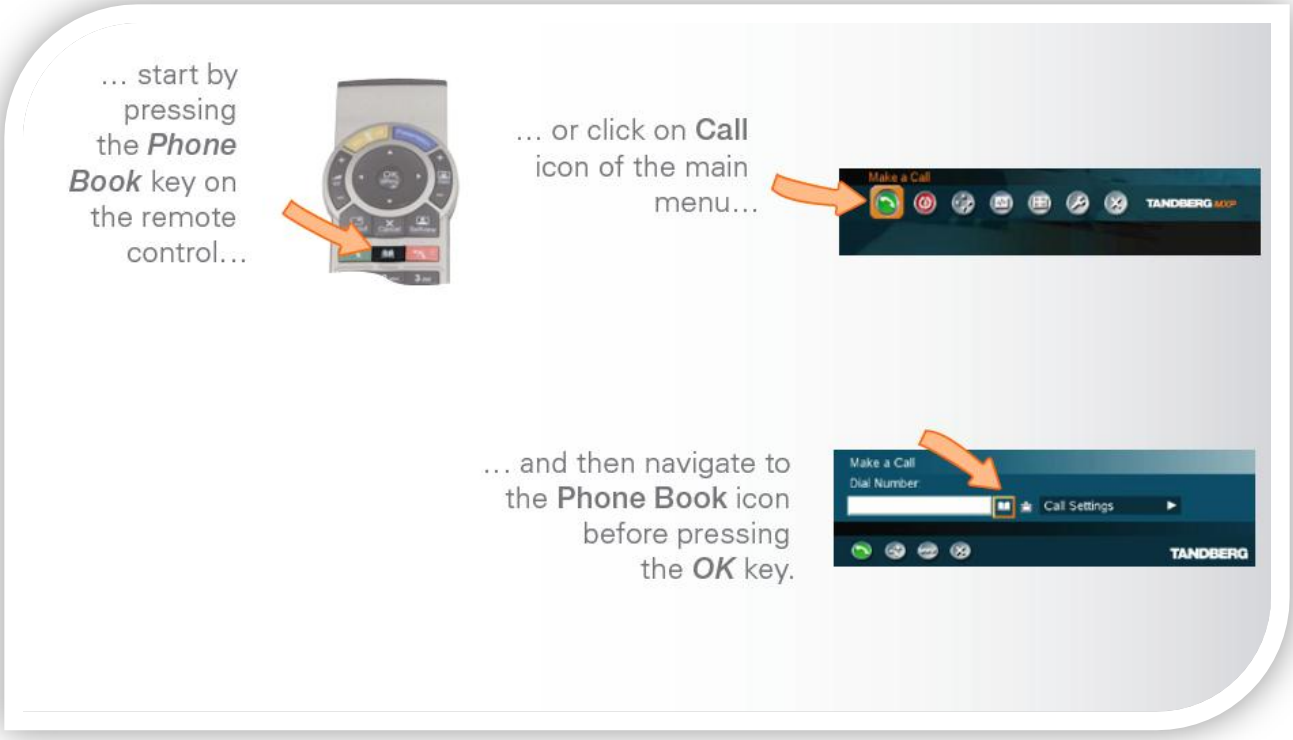


Instead of navigating down to the Call icon, you may also just press the ***OK*** key twice to start calling.

Making calls using the phone book

Making use of the phone book is time saving and prevents you from inadvertently dialing the wrong number. Contacts are sorted into folders and are sorted alphabetically. You can search or browse the phone book. The phone book also shows you recently Placed Calls, Missed Calls and Received Calls.

If you would like to add a contact to the phone book, please send the details to your RISE consultant librarian or system IT staff.


… start by pressing the *Phone Book* key on the remote control…
… or click on **Call** icon of the main menu…
Make a Call
TANDBERG
… and then navigate to the **Phone Book** icon before pressing the *OK* key.
Make a Call
Dial Number
Call Settings
TANDBERG

Use the **ARROW** keys to navigate the list of contacts. Press the green **CALL** key to start calling the selected entry immediately.

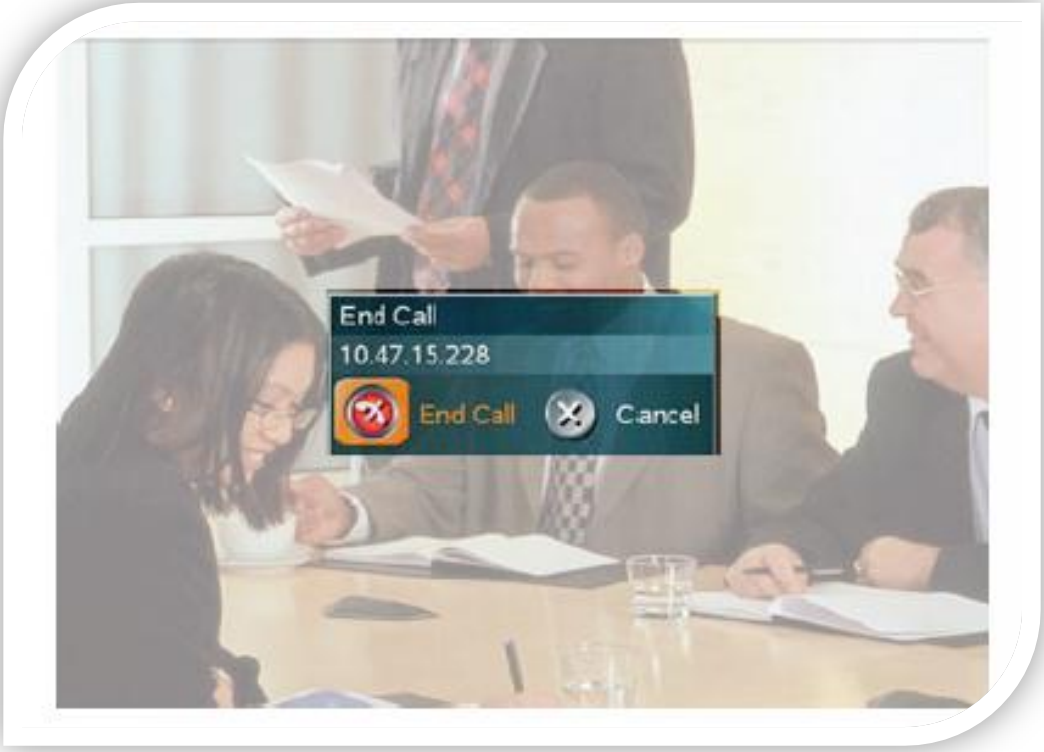
Ending an ongoing call

You end a call on the videoconference system in the same way as you do on a mobile phone – by pressing the END CALL key on the remote control.

Ending a multi-point call (more than two participants) can only be done by the host (also called the Videoconference Master). The other parties can disconnect themselves from the conference at any time, with no influence on the rest of the conference.

*Note – if there are no patrons attending at your site, please disconnect from the call. Also note that turning off your monitor will not disconnect your system from the call.

*Note – if you are accidently disconnected from a multi-point call do not attempt to reconnect, but instead call your IT department immediately and they will reconnect your site. For point-to-point calls, simply dial the site from the Placed Calls section of the phone book.



Answer an incoming call

The RISE Network has set each unit to Auto Answer, so you will not have to manually answer a call.

For privacy reasons, the microphone is switched to OFF when you receive an incoming call. Be sure to turn your microphone to ON if you would like to say something.

If the microphone has been deactivated, press the yellow ***Mic off*** key to reactivate.

Using the Do Not Disturb feature

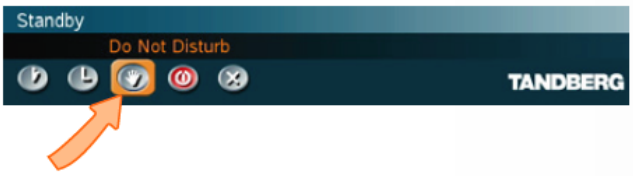
Block incoming calls

When **Do Not Disturb** is set to ON, all incoming calls are blocked from your system. Most calls on the RISE Network are scheduled and expected, so this function is not often necessary.

Using Do Not Disturb

Use the feature as follows:

1. Outside a call, press the red ***End Call*** key. In the menu then appearing, navigate to the **Do Not Disturb** icon:



2. Press the ***OK*** key to activate this feature. The screen will turn black and the text **Press any key to clear Do Not Disturb** will be shown.
3. To reset the function, do just that (press any key).

Using Far End Camera Control

Move the Far End camera using your own remote. This feature is for Point-to-Point calls ONLY. It's also polite to ask the other site to move their camera if you can't see them clearly – if they don't mind, use Far End control to move their camera for them.

To activate Far End control, press the grey **FAR END** button at the bottom of the remote control. Move the camera to the desired position and then press the **FAR END** button again to resume control of your own camera.

Using Presentation Function

This function enables you to show other available video sources in addition to your main camera (for example, a PowerPoint presentation).

Presentation function can also be used outside of a call to share a presentation using your videoconference monitor.

The quickest way to show a presentation is to use the blue **PRESENTATION** key on the remote control. Pressing the Presentation key causes a predefined video source to be shown, PC is the default.

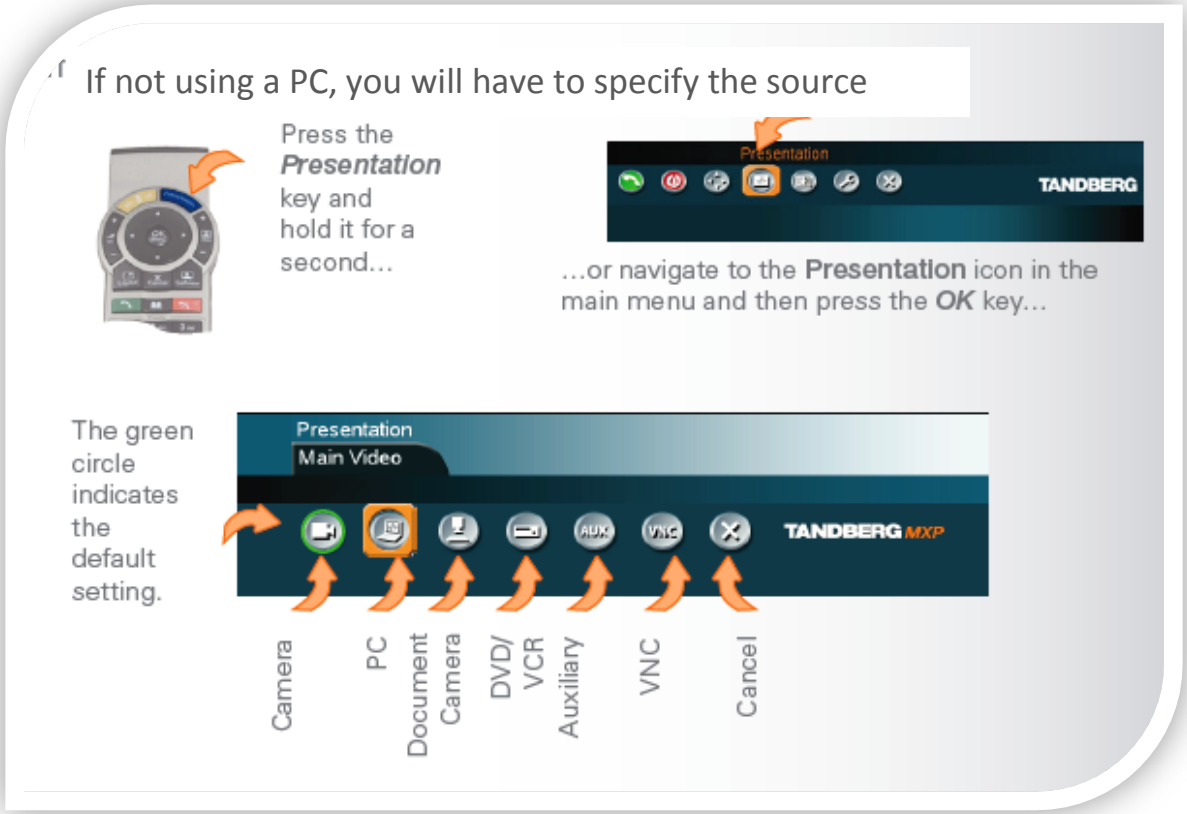
Connect your device to the system using the VGA cable provided.

You may have to lower the resolution on your laptop and change the display to share your presentation using the videoconference equipment.

Adjust the Display Settings on your laptop by going to **Start—Control Panel—Display**. You will need to set your laptop to a resolution of 1024 x 640 or lower.
NOTE: Mac users go to* **System Preferences—Display—Detect Display

If your settings are not correct, you will see the message "**PC Not Connected**" when you press the blue **PRESENTATION** button. Laptops are all very different, so it is best to test the laptop you will be using well ahead of the conference.

If the presentation involves sound, you must also plug in the audio component on the VGA cable.



Videoconference Basics

A video call involving more than two participants is called a videoconference or a Multi-Point call. A call involving only two participants is called a Point-to-Point call.

Multi-Point calls are only possible using the MCU (Multi-point Control Unit); an MCU is also called a "Bridge." The MCU can handle multiple conferences at once with multiple participants.

To schedule a call using the MCU, you must contact RISE staff. The MCU is scheduled using the Tandberg Management Suite (TMS).

Being the Host

Also called the "Videoconference Master"

The host of a videoconference is the site to which all others are connected. In other words, the host is the one that initiated the event or meeting.

The host must schedule the conference with RISE staff; deciding on start and end times, the date of the conference, etc. If scheduling a program that is to be shared with other RISE sites, the host is responsible for providing information about the program (including title, description, presenter name) to RISE staff so that it can be advertised on the RISE website and scheduled in the TMS.

The host is also given status as the Videoconference Master. The VC Master will be asked to extend the conference if the time is running out, so if you are the host, be aware of notifications on your screen when there are 15 minutes left.

Layout

The layout on the screen (what is seen by all participants) is decided by RISE staff based on the type of conference and the number of participants.

For most programs and meetings, the layout is 7+1 (7 library sites + the host). This layout keeps the "boxes" for each site large enough to see clearly.

When there are fewer than 8 sites, the best layout will be chosen for that conference.

For lecture style programs (those with little or no interaction between participants), the layout is Full Screen so that only the host site will be visible and will take up the whole screen.

Troubleshooting

Think simple first!

- Does the system have electricity?
- Are all of the cables properly connected?
- Have you recently moved the videoconference equipment?
- Are the screen and the codec (the black box) switched on?
- Does the remote control have batteries?
- Have you tried restarting the system? To restart your endpoint, access the control panel by pressing OK on your remote control. Select RESTART and press OK.
- Is your network functioning properly? In most cases, if something is wrong with the network, an error message will be displayed on the Welcome Page.

Problem

- You cannot hear people on the far side.
- They cannot hear you.

Solution

- Make sure the volume is turned up on the videoconference unit and on the monitor
- Make sure the microphone is set to ON
- If the microphone is off on the far end, a message will appear at the top of the screen ("Microphone off at other side"
- Check the wires on the back of your speakers (mounted on the side of the monitor) to ensure they are connected properly
- Make sure your microphone is plugged in to the cable.

Problem

- Your screen is black, there is no picture.

Solution

- Make sure your monitor is turned on.
- Make sure you have Main Camera selected as your video source. If Presentation function is not turned off at the end of the previous session

you will see a black screen the next time. Press the Presentation button to turn Presentation off.
- Make sure that the far end participants are also set to Main Camera.
- Check to make sure the cables are properly connected between your system and your camera
- Press the Selfview button to test if your camera is working

Problem
- The picture is out of focus, too bright, or too dark.

Solution
- Press the ZOOM button on the remote control – this will trigger the auto focus function
- You can adjust settings for a too bright or too dark picture by going to Main Menu—Camera Control—Picture Control. It is best to leave these set to Auto Adjust.
- Control the light in the room with curtains or overhead lights. Bright window light will confuse the camera, so shut curtains if possible.

Problem
- The system does not automatically activate when you pick up the remote control

Solution
- Make sure the screen and the codec are switched on and have electricity
- Make sure all of the cables are properly connected from the codec to the camera
- Check the batteries in the remote control
- Make sure the green light on the front of the camera is on

If you are still having technical difficulties, please contact your library system's IT department immediately.

www.risenetwork.ca